



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

258

Date Received

23-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

739838

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FALP66L9TK154203	FORD	CONTOUR	1996	

Purchase Date 01-DEC-2000 ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) 2.5L No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
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Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☒ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06650000 06420000	Part Name(s) EXHAUST SYSTEM-CATALYTIC CONVERTER SYSTEM THROTTLE LINKAGE-ACCELERATOR:RIGID	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 3	Date(s) of Failure(s) 05-JAN-2001 Mileage at Failure(s) 82583 Vehicle Speed at Failure(s) 70	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

MY 1996 FORD CONTOUR'S (W/V6 2.5L DURATEC MOTOR) ENGINE CHECK LIGHT CAME ON AROUND JAN 2 OF 2001. I SCHEDULED AN APPOINTMENT TO HAVE IT CHECKED OUT AT THE CLOSEST FORD DEALERSHIP IN MODESTO, CA. AS SOON AS POSSIBLE. THE NEXT AVAILABLE APPOINTMENT WAS ON FRIDAY JAN 05, 2001, LATER ON THAT WEEK. ONCE I TOOK IT IN, THEY HAD DIAGNOSED THE PROBLEM AS BEING MY (3) CATALYTIC CONVERTERS AND MY THROTTLE BODY. THE SERVICE ADVISOR THEN TOLD ME THAT HE HAD TO CHECK WITH FORD BECAUSE HE BELIEVED THAT THE WORK WAS COVERED UNDER A FORD RECALL 97E61. THE NEXT DAY HE RESPONDED TO ME AND TOLD ME THAT FORD HAD SAID THAT IT WASN'T COVERED AND THAT MY BILL WOULD BE \$1,300.00. I THEN ASKED HIM WHY IT WASN'T COVERED AND HE TOLD ME BECAUSE MY VIN# DOESN'T SHOW IT.

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.